

From: Hotmail
To: Microsoft ATR
Date: 11/20/01 11:42am
Subject: Microsoft

Dear Sir's;

I used to be a staunch supporter of Microsoft in it's early days because they used to be very customer oriented and did what made sense. That has all changed. Now they only do things that makes sense for them and anything to take more money out of customers pockets.

I, for one, hate to have a conglomeration of software loaded on my computer that I will never use and I am forced by Microsoft to have it on my computer. There is no way of removing it without major and complex jirations that even some computer consultants (like myself) are reluctant to undertake.

The more complex a program, the more likely a possibility of bugs and breakdowns. There is clear evidence of it that even Bill Gates has recently admitted to (he has promised in recent talks to "fix the PC in the next decade).

A more viable solution would be to allow the customer to choose the features that they would like on their computer at setup time much like they choose various application software now. An operating system should be just that - an operating system. The customer should have an option to choose the applications that they wish to install and not be forced by Microsoft to install everything from them.

Microsoft has adopted a posture of forcing themselves on the customer and since Microsoft has developed a monopoly on PC installations the customer does not have a choice but to buy their system if they wish to be somewhat compatible with the industry.

I say, break them up and allow for a more competitive environment. It worked with the long distance telephone industry and the public is enjoying long distance telephone rates that are the same as or cheaper than local rates. Same thing will happen in the computer industry if you succeed in breaking up Microsoft. There are software companies that are selling their software for \$30 to \$100 and are able to make a profit. The same thing can be true for an operating system. Mictrosoft has been jacking up the price of the operating system more and more as they gained more and more of the monopoly on it. Only three or four years ago they used to sell Windows for under \$40 and now they have it at \$300 and even the upgrade is at \$200. I bought the Visual Studio at \$400 just a couple of years ago now it is at \$1000. When engineering costs are recovered a product usually goes down in price. Not with Microsoft. It keeps going up proportionately to the amount of monopoly control that they have.

I hope I had given you enough reasons to brek them up. If you need more, let me know and I'll spend some time and do some research and provide you with more.

Don Schlesak - Computer Consultant/Owner
Donlin Services Inc.